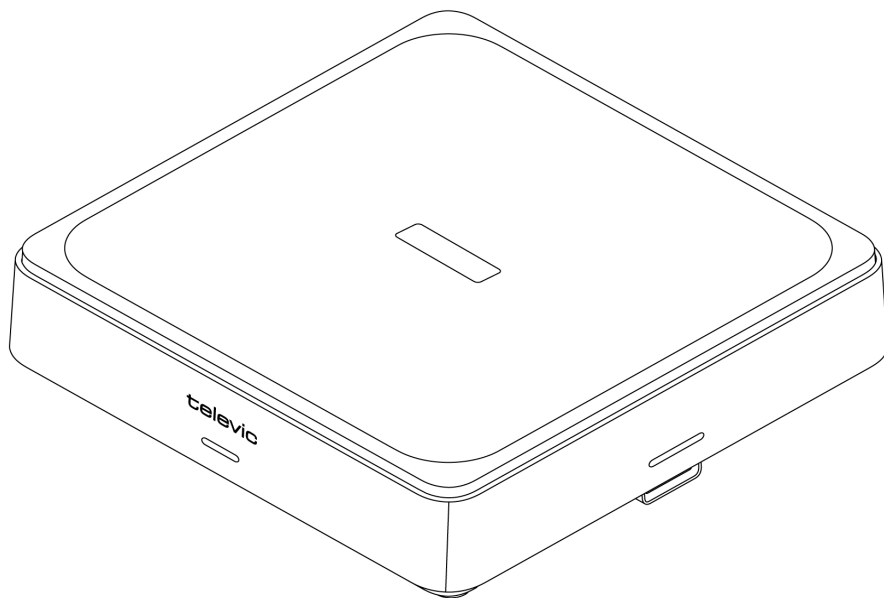


# CONFIDEA G4

INSTALLATION MANUAL



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# INTRODUCTION

This chapter will give you a short introduction to this manual and a general description of the Confidea FLEX G4 and Confidea GO G4, and their functionalities.

# GETTING STARTED

This manual will give a **description of the Confidea G4** and its components, and will guide you through the **installation process**.



For more information about the **configuration**, please refer to the **Confero manual** in HTML or PDF format:

<https://conference.televic.digital/knowledgebase/products/confero/#tab-c602145f347a90ad7fd>

## About this manual

Throughout this guide we use different icons to designate different types of information:

	This is a note. A note gives additional information, such as the meaning of the color of the LEDs. A note also provides information that may only be applicable to some situations.
	This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.
	This indicates that something is very important. Important information is something that you need to do in order to accomplish a certain task.
	This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems when using our systems.

# ABOUT CONFIDEA G4

The Confidea G4 system uses wireless technology to give you much more flexibility to set up your conference system. The basic system consists of the following elements:

- The **Confidea Wireless Access Point (WAP) (A)**, which acts as a mini central unit.
- **Wireless Units (WU)(B)**, such as Confidea FLEX G4 and Confidea GO G4.
- Using the provided audio inputs and outputs (C), connect to different audio systems such as a handheld (wireless) microphone, a room audio system, a video conferencing system, etc.
- The Confidea WAPG4, an **Access point** with the built-in Confero web server (E), which you can access from a Google Chrome or Microsoft Edge web browser.
- Link the Confidea G4 system to a camera (F) using the LAN connection (D).

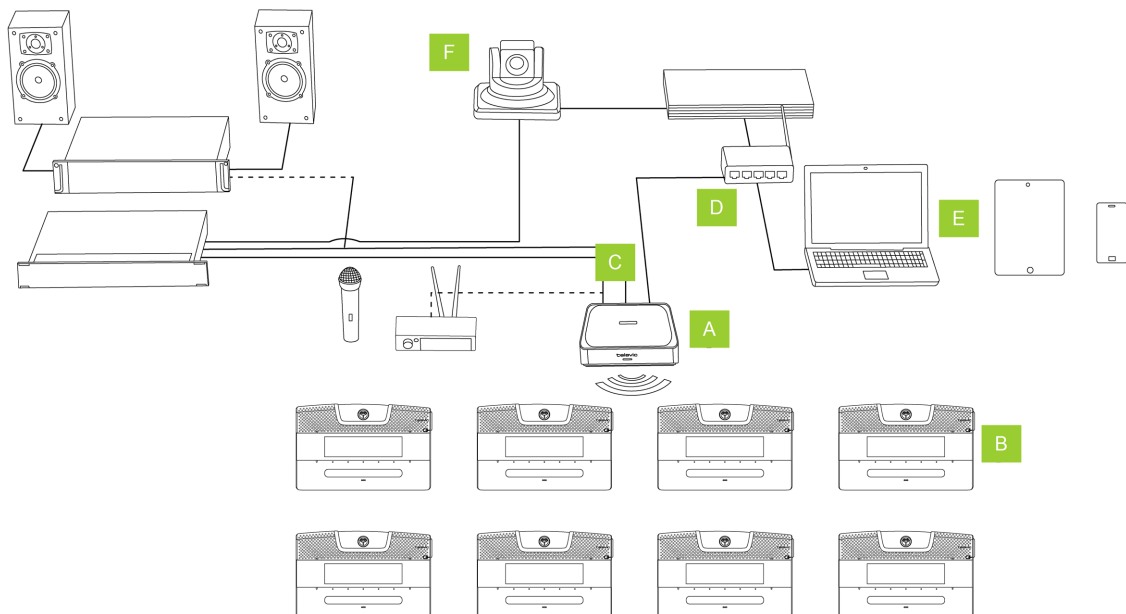


Figure 1-1 Confidea FLEX G4 / GO G4 set-up

# SAFETY INSTRUCTIONS

This chapter describes all safety instructions needed to use the Confidea Wireless G4 system. Read this before using the equipment.

# SAFETY INSTRUCTIONS

The safety instructions contain general safety guidelines that integrators, installers, operators, end users, and anyone else who installs or uses Televic Conference material is required to read and follow at all times.

## Safety

All Televic Conference systems are state of the art devices and have been designed to meet all quality standards. Nevertheless, the individual components of the conference system can cause danger for persons and material assets if

- › the conference system is not used as intended,
- › the conference system is set up by personnel not familiar with the safety regulations,
- › the conference system is converted or altered incorrectly,
- › the safety instructions are not observed.

## FCC & ICES Information

*(U.S.A and Canadian Models only).*

This Class B digital apparatus complies with Canadian norm ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- › Reorient or relocate the receiving antenna
- › Increase the separation between the equipment and receiver
- › Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- › Consult the dealer or an experienced radio/TV technician for help

- › Consult the Federal Communications Commission’s manual “ How to Identify and Resolve Radio-TV Interference Problems”

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s licence-exempt RSS(s) and complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation of the device.

L’émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d’Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes :

1. L’appareil ne doit pas produire de brouillage;
2. L’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.



Changes or modifications made to this equipment not expressly approved by Televic Conference may void the FCC authorization to operate this equipment.

## Important Safety Instructions

1. **Read Instructions.** All the safety and operating instructions should be read before the product, device or system is operated.
2. **Retain Instructions.** The safety and operating instructions should be retained for future reference. The instructions should be kept in the vicinity of the product or system.
3. **Heed Warnings.** All warnings on the product and the operating instructions should be closely adhered to.
4. **Follow Instructions.** All instructions for installation or operating/use should be followed closely.
5. **Cleaning.** Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use only a damp cloth for cleaning.
6. **Ventilation.** Any slots and openings in the device or equipment are provided for ventilation and to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a

chair, table, rug, or other similar surface. This product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.

7. **Heat.** The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat. Do not use or operate any equipment in environments that exceed the standard operating temperatures.
8. **Modifications.** Do not use any modifications, extension, or other attachments not recommended by the product manufacturer as they may cause hazards.
9. **Accessories.** Only use attachments/accessories specified by the manufacturer. Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a cart, stand, tripod, bracket, or table recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.
10. **Water and Moisture.** Do not use this product near water or in a humid environment.
11. **Moving.** A product and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and cart combination to overturn.
12. **Power Sources.** This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply of your room, consult your product dealer or local power company. For products intended to operate from battery power, or other sources, refer to the operating instructions.
13. **Power Lines.** An outdoor system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outdoor system, extreme care should be taken to keep from touching such power lines or circuits, as contact with them might be fatal. U.S.A. models only - refer to the National Electrical Code Article 820 regarding installation of CATV systems.
14. **Grounding or Polarization.** Do not defeat the safety purpose of the polarized or ground-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wider blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
15. **Power-Cord Protection.** Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plug, convenience receptacles, and the point where they exit from the product.

16. **Lightning.** For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet. This will prevent damage to the product due to lightning and power-line surges. (Not applicable when special functions are to be maintained, such as evacuation systems.)
17. **Overloading.** Do not overload wall outlets, extension cords or integral convenience receptacles as this can result in a risk of fire or electric shock.
18. **Object and Liquid Entry.** Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
19. **Inflammable and Explosive Substance.** Avoid using this product where there are gases, and also where there are inflammable and explosive substances in the immediate vicinity.
20. **Heavy Shock or Vibration.** When carrying this product around, do not subject the product to heavy shock or vibration.
21. **Servicing.** Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
22. **Damage Requiring Service.** Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. When the power-supply cord or plug is damaged.
  - b. If liquid has been spilled, or objects have fallen into the product.
  - c. If the product has been exposed to rain or water.
  - d. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
  - e. If the product has been dropped or damaged in any way.
  - f. When the product exhibits a distinct change in performance-this indicates a need for service.
23. **Replacement Parts.** When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.

24. **Safety Check.** Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.

## Lithium Batteries



### ELECTRICAL MISUSE

- › Only use the dedicated charging case to charge the battery.
- › Do not charge the battery by an electric outlet directly or a cigarette lighter charger.
- › Do not charge the battery reversely.

### ENVIRONMENTAL MISUSE

- › Do not leave the battery near the fire or a heated source.
- › Do not throw the battery into the fire.
- › Do not leave, charge or use the battery in a place where the inside temperature may be over 60° C or below -20°C.
- › Do not immerse, throw or submerge the battery in water

### OTHER

- › Do not store the battery in a pocket or a bag together with metallic objects such as keys, necklaces, hairpins, coins, or screws.
- › Do not short circuit (+) and (-) terminals with metallic objects intentionally.
- › Do not pierce the battery with a sharp object such as a needle or a screw driver.
- › Do not heat parts of the battery with heated objects such as soldering iron.
- › Do not hit the battery with heavy objects such as a hammer.
- › Do not step on the battery and throw or drop the battery on a hard floor to avoid mechanical shock.
- › Do not disassemble the battery or modify the battery design including electric circuit.
- › Do not solder on the battery directly.

- › Do not use seriously damaged or deformed battery.
- › Do not put the battery into a microwave oven, dryer, or high-pressure container.
- › Do not use or assemble the battery with other manufacturers' batteries, different types and/or models of batteries such as dry batteries, nickel-metal hydride batteries, or nickel-cadmium batteries.
- › Do not use or assemble old and new batteries together.



#### WARNING

- › Stop charging the battery if the charging isn't completed within the specified time.
- › Stop using the battery if the battery becomes abnormally hot, or if discoloration, deformation, or abnormal conditions are detected during use, charge, or storage.
- › Keep away from fire immediately when leakage or foul odors are detected. If liquid leaks onto your skin or cloths, wash well with fresh water immediately.
- › If liquid leaking from the battery gets into your eyes, don't rub your eyes and wash them with clean water and go see a doctor immediately.
- › If the terminals of the battery become dirty, wipe with a dry cloth before using the battery.
- › The battery can be used within the following temperature ranges. Don't exceed these ranges.
  - › Charging temperature ranges: 5°C ~ 45°C
  - › Discharging temperature ranges: -20°C ~ 60°C
  - › Storing temperature ranges: 0°C ~ 60°C
- › Cover terminals with proper insulating tape before disposal.



#### CAUTION

### ELECTRICAL MISUSE

- › The battery must be charged with constant current-constant voltage (CC/CV).
- › The charge current must be controlled by specified value in Cell specification.
- › The cut-off voltage of charging must be 4.2 V.

- › The charger must stop charging the battery by detecting either the charging time or current specified in Cell's specification.
- › The discharge current must be controlled by a specified value in the Cell's specification.
- › The cut-off Voltage of discharging must be over 2.5 V.

## OTHERS

- › Before using the battery or charging case, read the user manual and precaution of its handling.
- › Replace the battery when using time of battery becomes much shorter than usual.
- › Cover terminals with insulating tape before proper disposal.
- › If the battery is needs to be stored for an long period, the battery should be removed from the application and stored in a place where humidity and temperature are low.
- › While the battery is charged, used and stored, keep it away from object materials with static electric chargers.

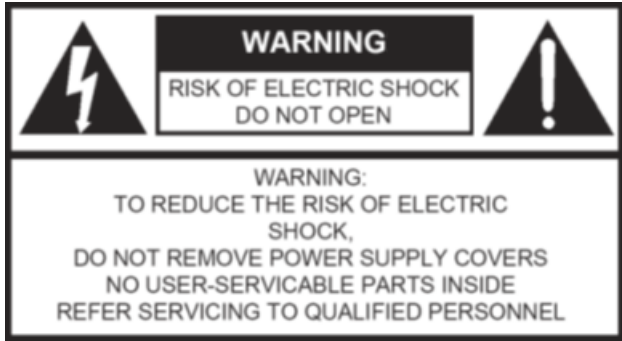
## General Conformity Info

The **Confidea Wireless Conference** system complies with following standards:

- › ETSI EN 300 328 V.2.2.1 (2019-04)
- › EN 301 893 V.2.1.1 (2017-05)
- › EN 300 440 V.2.1.1
- › IEC 62368-1:2018
- › IEC 62368-3:2017
- › EN 62311:2008 Council Recommendation 1995/519/IEC
- › EN 301 489-1 V.2.1.1
- › EN 301 489-17 V.3.1.1(2016-11)
- › SO/CD 22259

# Power Connections

For permanently connected equipment, a readily accessible disconnect device shall be incorporated in the fixed wiring; For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.



This label may appear on the bottom of the apparatus due to space limitations.



The lightning flash with an arrowhead symbol, with an equilateral triangle, is intended to alert the user to the presence of un-insulated 'dangerous voltage' within the products enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation mark within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture. Do not open the cabinet; refer servicing to qualified personnel only.



To prevent electric shock, do not use this (polarized) plug with an extension cord receptacle or other outlet unless the blades can be fully inserted to prevent blade exposure.



Installation should be performed by qualified service personnel only in accordance with the National Electrical Code or applicable local codes.



Installation should be performed by qualified service personnel only in accordance with the National Electrical Code or applicable local codes.

# COMPONENTS

A Confidea Wireless G4 setup consists of three elements: the Confidea G4 WAP, Confidea Wireless units (Confidea FLEX G4 and/or Confidea GO G4 units), a charging case. This chapter will describe these hardware components together with how you can use these components to match your needs.

# INTRODUCTION

## General System Architecture

### COMPONENTS

The **Confidea FLEX G4** is a wireless conference system offering conferencing capabilities over a robust wireless link. Depending on your licenses and configuration, the wireless units include basic discussion, voting, identification, language channel selection and dual use.

The **Confidea GO G4** is a discussion variant of the Confidea FLEX G4, without the display. With the same look and feel, this solution is ideal for occasions where advanced meeting features are not required. It can be configured as a single delegate, dual delegate (with the right license) or chairperson unit. It can also be combined with Confidea FLEX G4 units.

These devices are table-top units that make a wireless link to the Confidea WAPG4 (Wireless Access Point) . This Confidea WAPG4 has a powerful built-in web server named Confero, that allows configuring and monitoring of the system from any PC through a Google Chrome or Microsoft Edge web browser.

# CONFIDEA WAP G4

## Introduction

All communication to and from the **Wireless Units** (Confidea FLEX G4 and Confidea GO G4) is controlled by the Confidea WAPG4.

## Installation

### WALL MOUNTING

There are several ways to mount the **Confidea WAPG4** on the wall.

#### USING THE HANG-UP FIXING HOLES

The **Confidea WAPG4** can be mounted on the wall by means of the 2 curved fixing holes on the bottom of the device. To prevent accidents from happening, attach the device to the wall, taking into account the instructions in "Mount the Confidea WAPG4" on page 50.

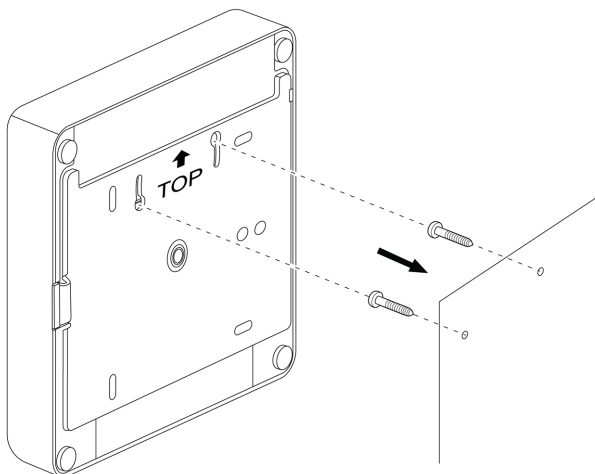


Figure 1-2 How to mount the Confidea WAPG4 to a wall

#### FIXING THE BOTTOM PLATE OF THE CONFIDEA WAPG4 TO THE WALL

The **Confidea WAPG4** can be mounted on the wall by means of the 4 fixing holes on the bottom of the device. To prevent accidents from happening, attach the device to the wall, taking into account the instructions in "Mount the Confidea WAPG4" on page 50.

To attach the **Confidea WAPG4**, first slide it in on one side of the bottom plate. The **Confidea WAPG4** can then be clicked in place on the other side

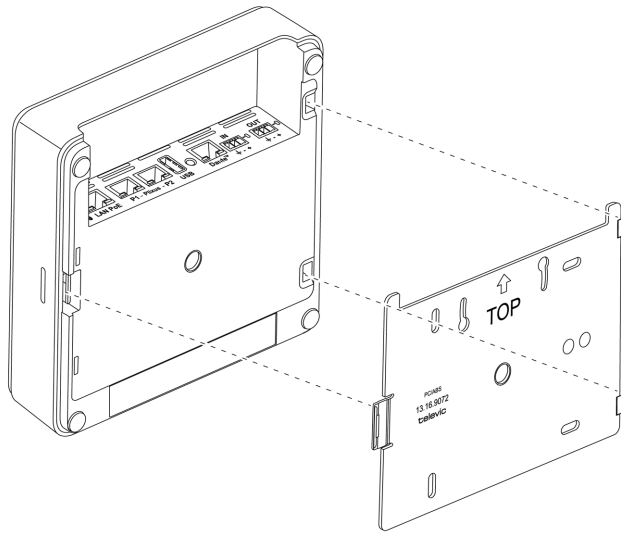


Figure 1-3 How to fix the bottom of the Confidea WAPG4 to a wall.

## TRIPOD MOUNTING

The **Confidea WAPG4** can also be mounted on a tripod. The adapter to be inserted in the access point has a UNC 3/8" screw thread. The thread depth shall be 10 mm maximum.

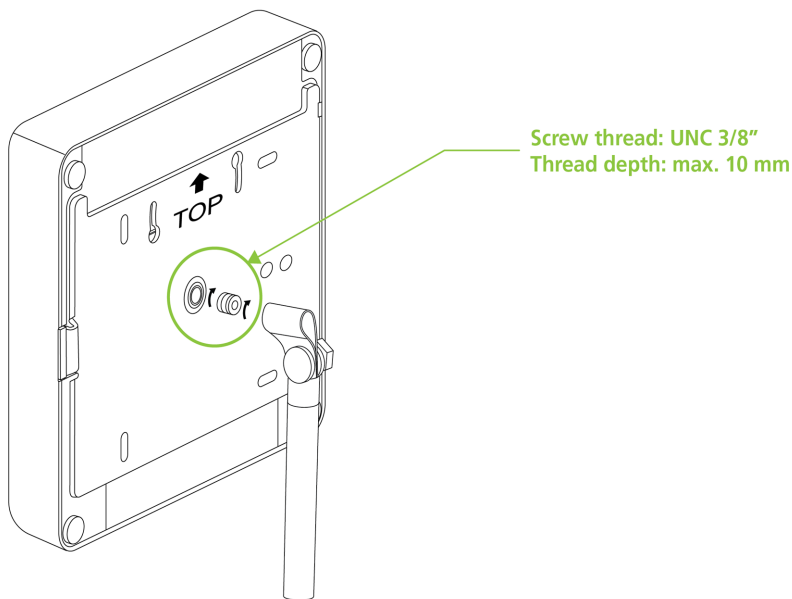


Figure 1-4 How to mount the Confidea WAPG4 onto a tripod

## Connections and Controls

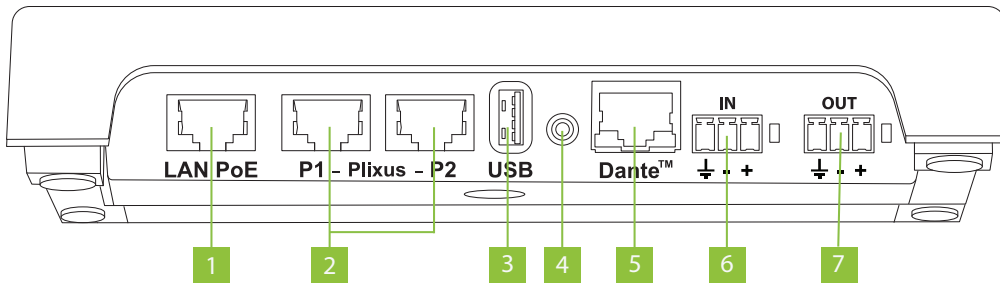


Figure 1-5 Confidea WAPG4 connections

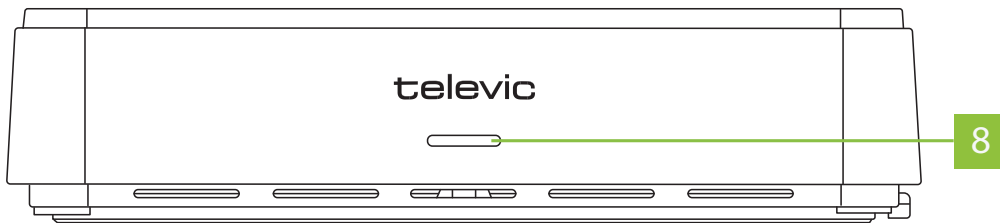


Figure 1-6 Confidea WAPG4 LED

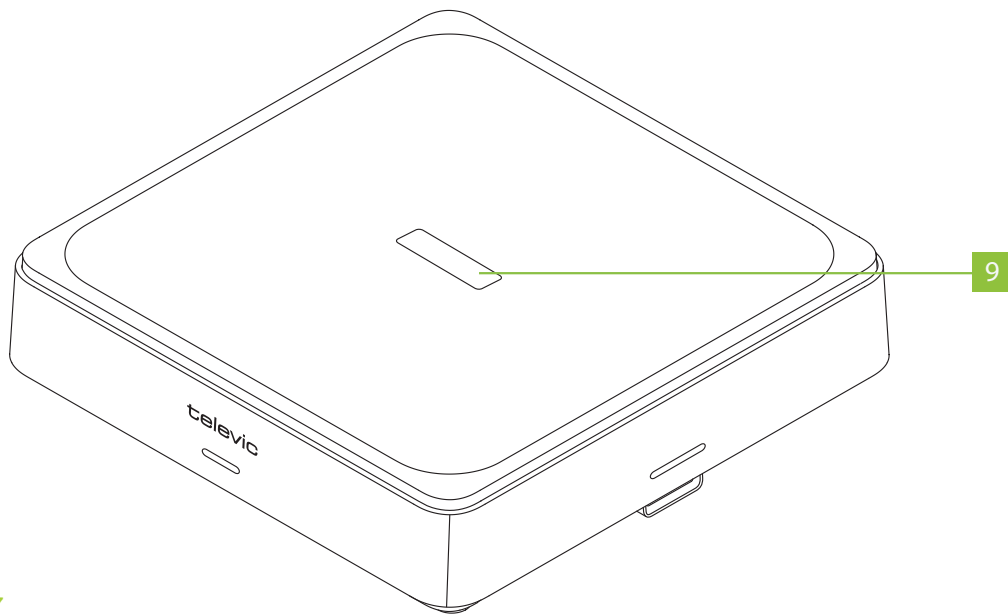


Figure 1-7

Figure 1-8 Confidea WAPG4 Discovery mode button

1. **LAN PoE** The LAN PoE port is used to power on the Confidea WAPG4 connected to an Ethernet switch supporting PoE or with the Confidea PSG4 adapter. The Lan port is used to configure and

manage the Confidea WAPG4.

2. **Pixius conference bus ports:** Connection is done through RJ45 – connectors at the back of the Confidea WAPG4.
3. **USB port:** The WAP's storage can be extended by plugging a storage device into the USB port.
4. **Reset button:** There are three modes for resetting the device: resetting the IP address, resetting to factory settings and setting the device to golden mode.
  - a. **Short push (5 seconds):** reset the IP address back to default, remove the 802.1X configuration and remove the Confidea WAPG4 certificate for the public API.
  - b. **Long push (20 seconds):** reset the Confidea WAPG4 back to factory mode.
  - c. **Push at startup:** set the WAP to golden mode. In golden mode, you will only be able to update the Confidea WAPG4, all other functionalities will be disabled.



The reset to golden mode should be performed for **technical purposes only**. It is not recommended that end-users proceed to a push-at-startup operation!

5. **Dante connection** (*depending on model*): The Confidea WAPG4 can be connected to the Dante network with a LAN cable. Dante is 1 Gbit only and does not support other link speed than 100 Mbit.



You can assign **up to 8 interpretation channels via the Dante connection**. Please refer to the Interpretation chapter of the [Confero manual](#) for more information.

6. **Analog in port:** Balanced input where sound is sent into the system. A small LED to the right lights up whenever there is sound going into the system.
7. **Analog out port:** Balanced output where sound is sent from the system. A small LED to the right lights up whenever there is sound coming out of the system.
8. **Status LED:** See below for detailed info on LED status.
9. **Discovery mode button:** When pressing the button, the Confidea WAPG4 will switch between discovery mode ON/OFF. When pressing the button for more than 2 seconds, all devices will be disconnected, the device list will be cleared and the WAP will switch to discovery mode.

## LED MEANING

LED	Description
Off	The <b>Confidea WAP G4</b> does not have power.
White, blinking	The <b>Confidea WAP G4</b> is booting.
Green, blinking	The <b>Confidea WAP G4</b> is in <b>Standard pairing mode</b> , discovery is on.
Green, steady	The <b>Confidea WAP G4</b> is in <b>Standard pairing mode</b> , discovery is off.
Blue, blinking	The <b>Confidea WAP G4</b> is coupled and in <b>Standard pairing mode</b> , discovery is on.
Blue, steady	The <b>Confidea WAP G4</b> is coupled and in <b>Standard pairing mode</b> , discovery is off.
Red, blinking	The <b>Confidea WAP G4</b> is malfunctioning, <a href="#">contact support</a> .
Red and green, alternately blinking	The <b>Confidea WAP G4</b> is in <b>Golden mode</b> . Try updating the Confidea WAP G4 to resolve this. If the issue is not resolved, <a href="#">contact support</a> .
Orange, blinking	The <b>Confidea WAP G4</b> is updating.
Orange, steady	The system is updating.

## RF Signal Pattern

Three antennas positioned in the **Confidea WAP G4** generate and receive an RF signal in a specific pattern. They maximize the number of signal paths sent in the air, and provide an omnidirectional radiation pattern, ensuring a range of 40 meter, or 130 feet.

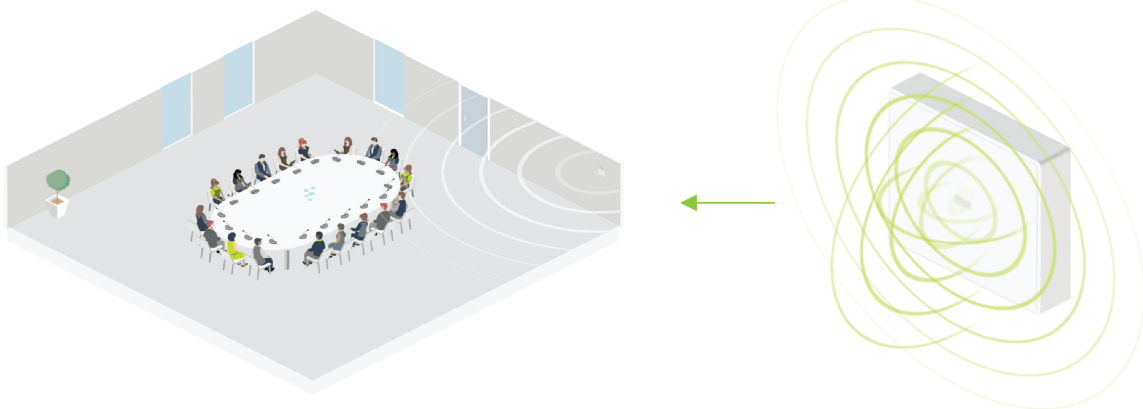


Figure 1-9 Omnidirectional RF signal patterns

# CONFIDEA FLEX G4 AND GO G4

## Introduction

The Confidea FLEX G4 and Confidea GO G4 are wireless units that can be configured as **Delegate**, **VIP**, or **Chairperson units**. All are used for speech reinforcement in a conference room. The units that are configured as **VIP** are priority units. The units that are configured for **Chairpersons** are also priority units and are used to guide and control an ongoing discussion.

## Controls and Indicators

A Confidea **Wireless Unit** has the following features:

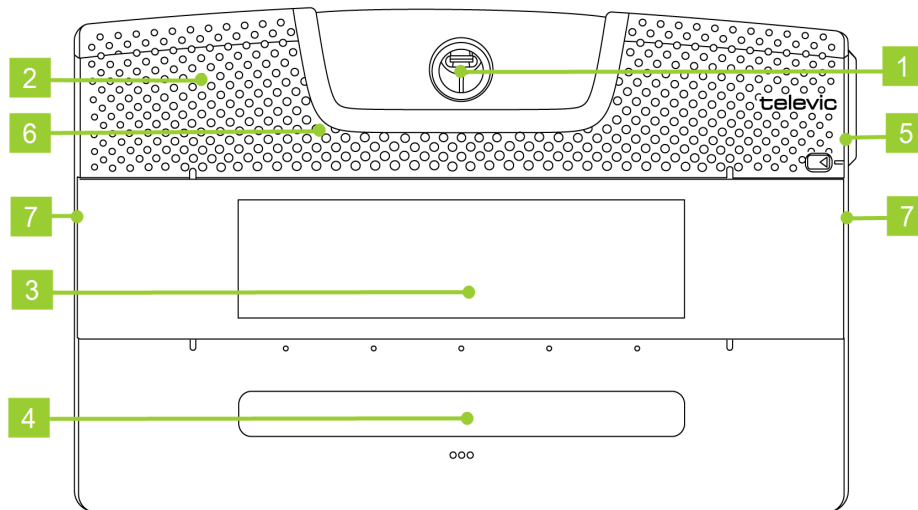


Figure 1-10 Front view of a Confidea FLEX G4 unit with all possible options

N°	Name	Description
1	Microphone connector	Connection of a microphone to the wireless unit.
2	Loudspeaker	Distributes the floor channel. Mutes in case the microphone is active.
3	User interface	<i>[Confidea FLEX G4 only]</i> Touch screen that enables use of the wireless unit's functionalities.
4	Microphone button	Controls the microphone. When the device is turned off, push this button to turn it on until LEDs turn on.

N°	Name	Description
5	Key card slot	[Confidea FLEX G4 only] Card reader for an RFID card. The slot is <b>not functional with Confidea GO G4</b> .
6	Light sensor	[Confidea FLEX G4 only] Adapts the touch screen brightness to environmental lighting.

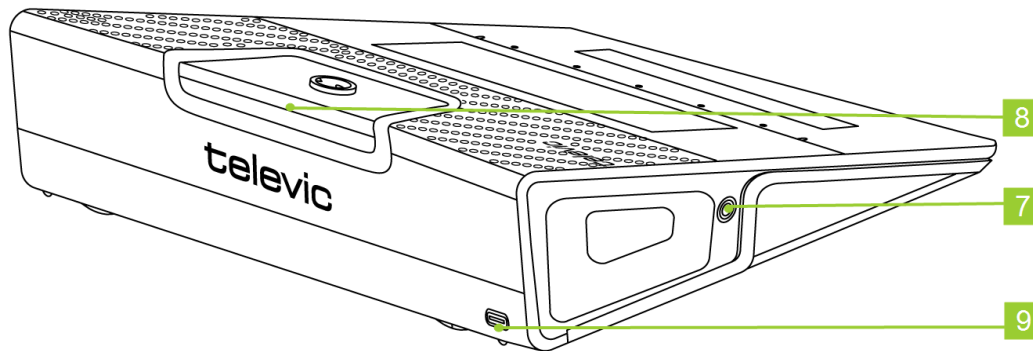


Figure 1-11 Back and left side view of the **Confidea FLEX G4 Wireless Unit** with all possible options

N°	Name	Description
7	Headphones connector	Connection of headphones to the <b>Wireless Unit</b> . Mono- and stereo headphones can be used. On both the left and right sides of the device, there is a headphone connector.
8	Microphone status LEDs	Indication LEDs that show the status of the microphone: red = active, green = request.
9	USB-C connection	Connects the unit to a power source, like a laptop or a power supply. Recommended cable: 28AWG/1P+ 24AWG/2C



Units that are out of range switch off after 5 minutes.

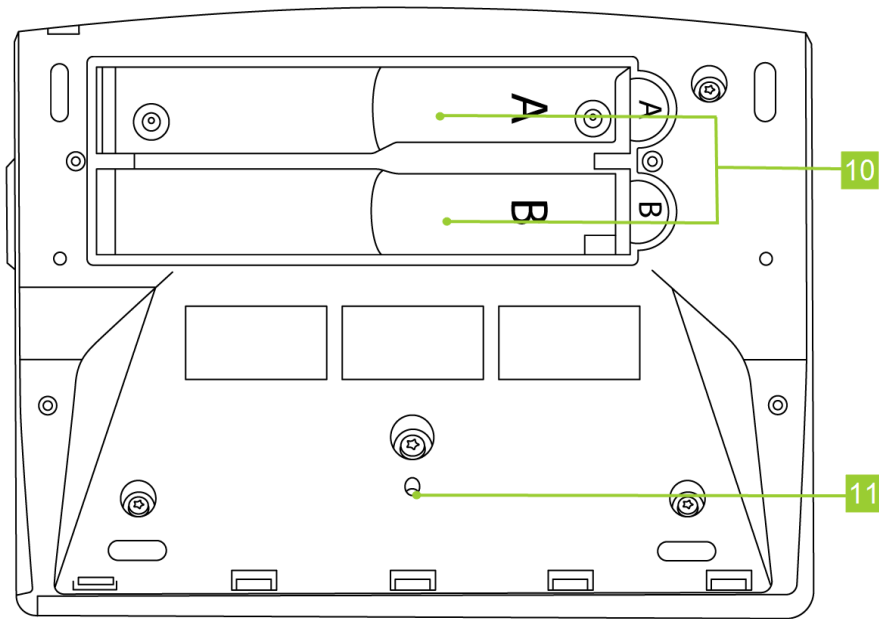


Figure 1-12 Bottom view of the **Confidea FLEX G4 Wireless Unit** with all possible options

N°	Name	Description
10	Batteries	You can use one or two batteries. Using two batteries extends the time that the unit can be used.
11	Reset button	The reset button is used for troubleshooting.

## Operating Distance

The operating distance depends on the frequency setting of the **Confidea WAP G4**. The **WDUs** have to be at least 1.5 m from the **Confidea WAP G4**.

Region	Maximum frequency power
North America	TBC
APAC	TBC
JPN	TBC
Africa + ROW	TBC
South America	TBC

## Installing The Unit

In order to use the **Wireless Unit**, first install the battery and microphone. For instructions, see "Confidea BPG4" on page 31 and "Microphones" on page 38.



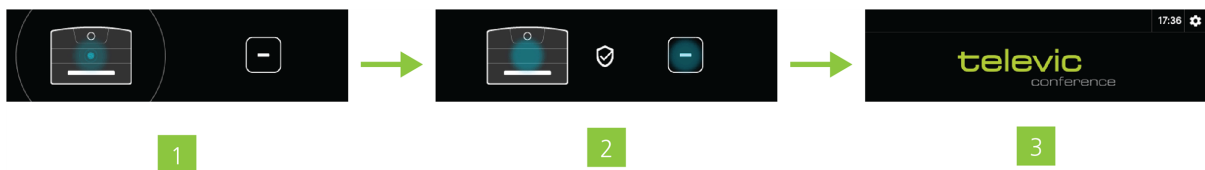
Remove the battery to avoid unwanted operation of the unit. Keep the devices in a clean and dry area.



**External RF transmitters** such as a video Wi-Fi dongle connected to a PC (ClickShare, Yealink, ..) or a **mobile phone with an active Wi-Fi hotspot shouldn't be placed in close proximity to a wireless discussion unit** as this can disturb its wireless reception. It is recommended to leave a gap of at least 5 cm between the WDU and an external RF transmitter.

## Start-up and Shutdown of Wireless Unit

### CONFIDEA FLEX G4



To start up a **Wireless Unit**, press the microphone button for a second. The three speaker LEDs and the two LEDs on the back of the unit turn green. The screen turns on [1].

During the connection process, the touch screen shows the start-up animation and then the connection animation. The animation changes when the connection with a **Confidea WAP G4** is established [2].

The device now shows the normal screen [3].

When a device loses its connection, it tries to connect to the same **Confidea WAP G4**. If that **Confidea WAP G4** is not available, the device tries to connect to another **Confidea WAP G4**. If no connection is established after 5 minutes, the device turns off automatically to save battery power. Press the microphone button to restart the device.

### CONFIDEA GO G4


To start up a **Wireless Unit**, press the microphone button for a second. The three speaker LEDs and the two LEDs on the back of the unit turn green.

The device now shows the normal screen:

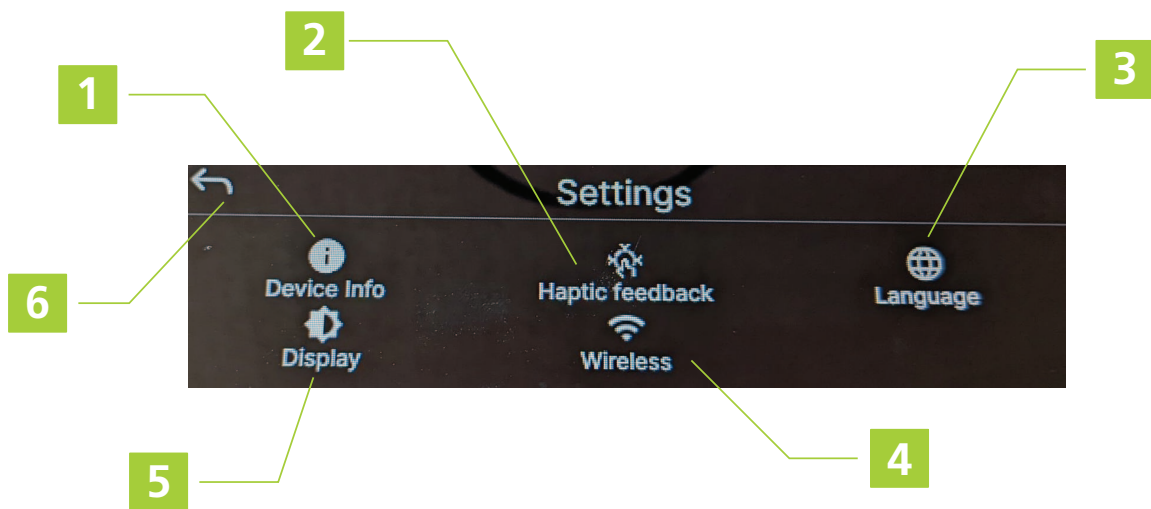


Figure 1-13 Confidea GO screen in single delegate mode when headphones are plugged in (the screen is off when there are no headphones)

## Settings Screen




To access the settings, press the Settings icon  on the screen of the unit.

### DELEGATE SETTINGS



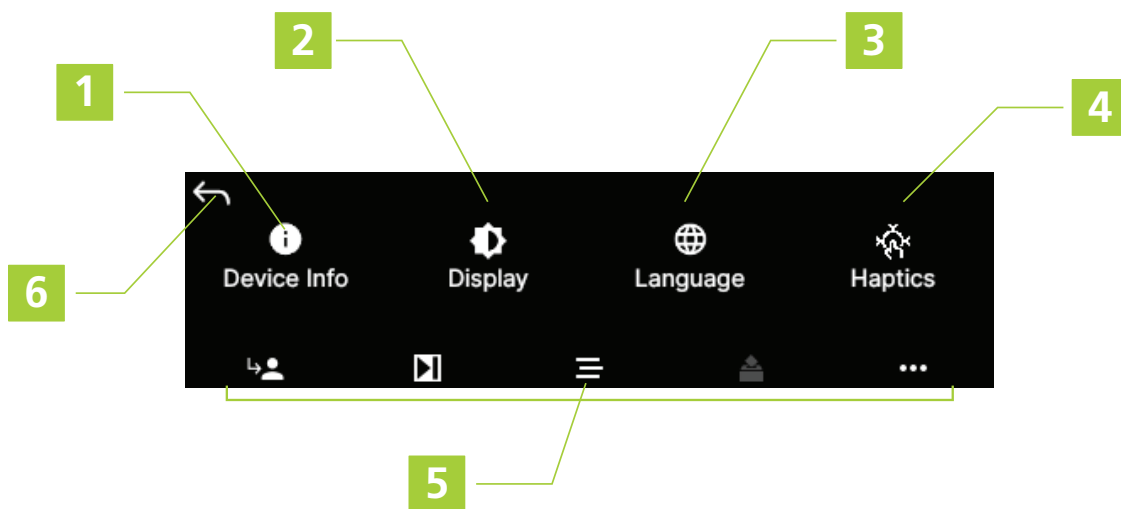
1. **Device info:** press to see detailed device information such as product version, serial number, application version, software and hardware version.
2. **Haptic feedback:** press the icon to activate or deactivate the haptic feedback on the unit.
3. **Language:** press the icon to change the language of the interface.
4. **Wireless:** press the icon to get information about the signal quality and strength:

> Signal quality:  (excellent),  (good),  (bad)

> Signal strength:  (excellent),  (good),  (bad)

5. **Display:** press the icon to change the brightness of the display.
6. Press to **return** to the main screen

## CHAIRPERSON SETTINGS



1. **Device info:** press to see detailed device information such as product version, serial number, application version, software and hardware version.
2. **Display:** press the icon to change the brightness of the display.
3. **Language:** press the icon to change the language of the interface.
4. **Haptics:** press the icon to activate or deactivate the haptic feedback on the unit.
5. **Chairperson controls** remain available when accessing the settings menu
6. Press to **return** to the main screen

## Interface of the Units

For more information about the interface of the Confidea Wireless G4 units, please read the **Plixus and Confidea G4 user manual** here:

<https://conference.televic.digital/knowledgebase/products/plixus/#tab-b570be0332bdb4fb26f>

# CONFIDEA BP G4

## Introduction

The Confidea BPG4 **battery pack** can be used both with the **Confidea FLEX G4** and **Confidea GO G4 wireless units**.

Output voltage	7.2V
Capacity	3350 mAh
Charge time	2 hours
Quick charge to 66%	1 hour
Max charge voltage	8.4 V
Charge current	1.7 A
Autonomy	± 12 hours
Charging cycles	500 full charges



Read the safety instructions before using the lithium battery.

## Controls and Indicators

The **battery pack** contains:

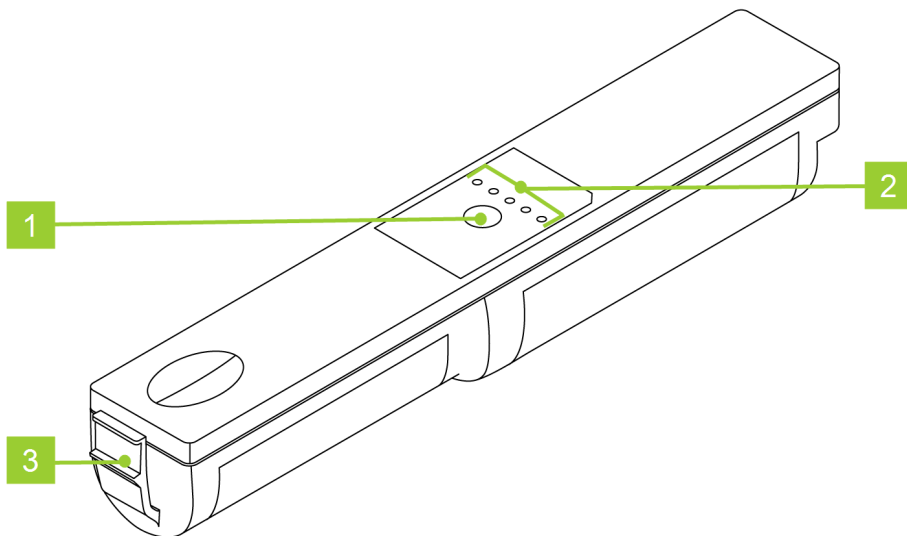


Figure 1-14 *Confidea FLEX G4* and *Confidea GO G4* battery pack bottom side up

1. **Test button:** Push to check the capacity of the **battery pack**.
2. **Capacity indicator:** LEDs that show the capacity of the **battery pack**.
3. **Clip:** Locks/unlocks the **battery pack** in the **Wireless Unit**.

## Battery Charging and Handling

- › Charge the **Confidea battery pack** immediately on receipt.
- › Recharge the **battery pack** immediately when the remaining capacity drops below 20%. This is when the LED flashes red on the **battery pack**.
- › Empty **battery packs** must be charged within 30 days.
- › Do not leave an empty **battery pack** in a **delegate unit**.
- › Best practice for maximizing the lithium ion battery life is to keep the batteries in the charging tray between uses and provide proper ventilation.



The **Confidea battery pack** must be recharged only with **the specified charger**.



The lifetime of a **battery pack** can be severely affected if it is completely drained. If a **delegate unit** is put in storage or is not being used for a while, remove the **battery pack** and place it in the charger.

Store the **Confidea Wireless G4 battery pack** correctly: temperature between 0 °C and 60 °C and with a relative humidity between 5% and 75 %.

## Capacity Indicator

The indicator is a five-segment LED, going from red (low capacity) to orange (medium capacity) and green (full capacity). When the battery is full, all LEDs are on (red, orange and green).

LED on	Remaining charge
LED 1 (red)	0-20%
LED 2 (orange)	20-40%

LED on	Remaining charge
LED 3 (orange)	40-60%
LED 4 (green)	60-80%
LED 5 (green)	80-100%

## Installation

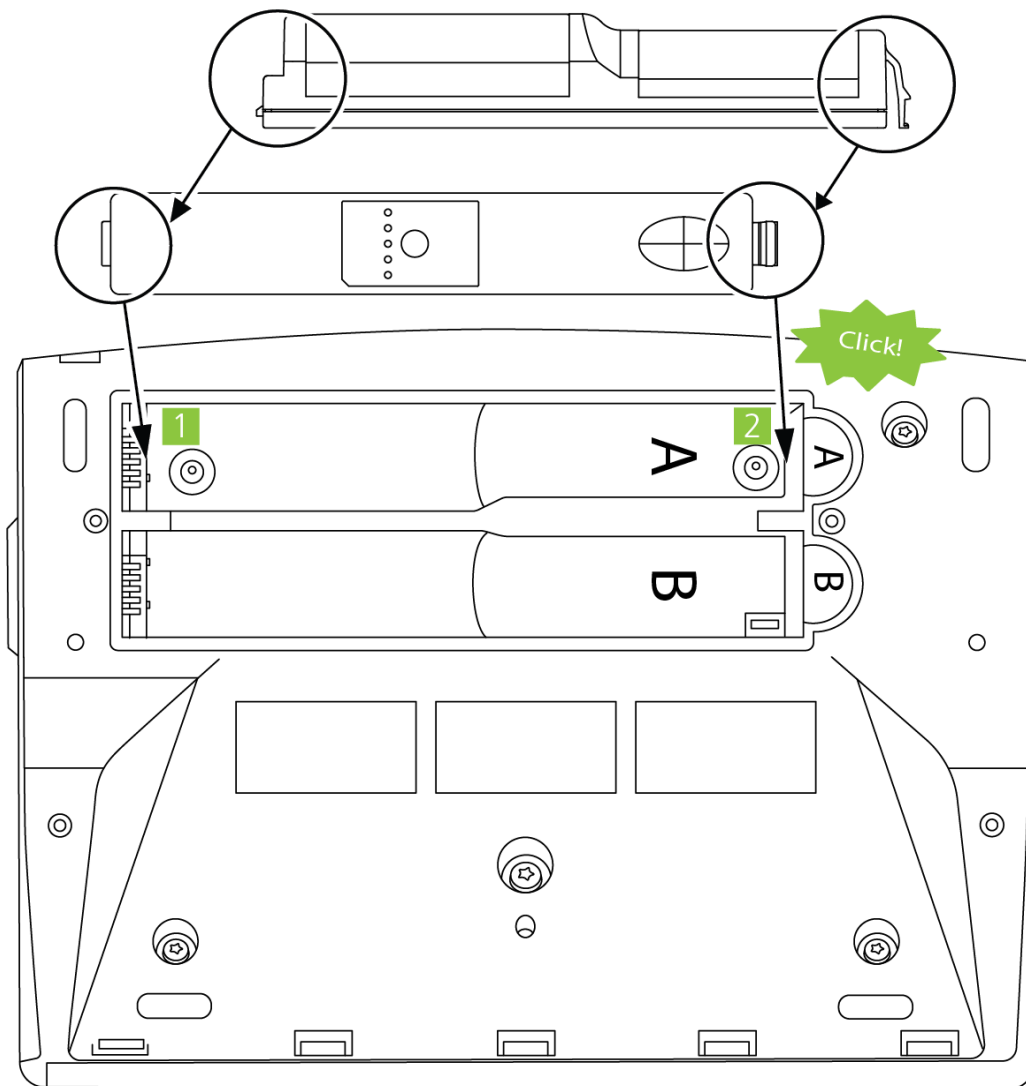


Figure 1-15 How to place the **battery pack** in the wireless unit.

1. Insert the part that has the contact metals first.
2. Then insert the dipping side of the battery until it clicks in place.



Make sure the inserted battery is properly oriented. The capacity LEDs are visible when the battery is inserted correctly. The dip on the end of the battery is at the battery slot indication A/B.

# CONFIDEA CHT G4

The Confidea CHT G4 **battery charger** is used to charge the **battery packs** for the **Confidea FLEX G4** and **Confidea GO G4 Wireless Units**.

## Controls and Indicators

The Confidea CHT G4 contains:

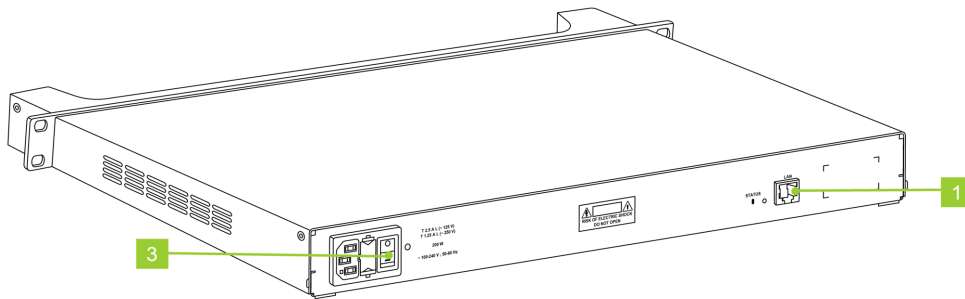


Figure 1-16 Back of the Confidea CHT G4

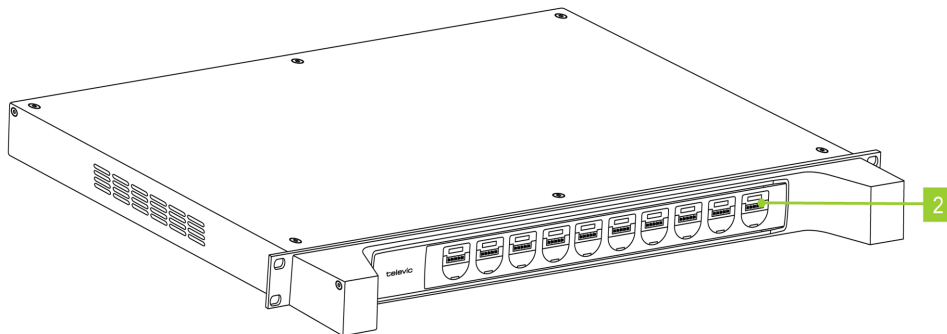


Figure 1-17 Front of the Confidea CHT G4

1. **LAN:** LAN connection to a PC.

Enter the IP address of the Confidea CHT G4 charger in your web browser for making the device ready to upgrade and for battery monitoring.



The default **IP address** of the Confidea CHT G4 charger is **192.168.0.120**.

2. **Charging slot + charging LEDs:** The charging slots are where the **battery packs** are stored to charge them, and the charging LEDs indicate the charging process of the battery.
3. **Power switch:** The battery charger can be switched on or off with the power switch at the back of the **battery charger**.

## Charging LEDs

Every charging slot has its own dedicated charging LED which indicates the charging process of the battery.

Charging LED	Battery status
Green fixed	Battery is fully charged.
Red fixed	Battery is faulty.
Green blinking (low intensity light)	Battery is charging but battery level is below 75%.
Green blinking (high intensity light)	Battery is charging and battery level is higher than 75%.
Orange blinking (all LEDs)	Update process of charger is ongoing.
White fixed	Charging is turned on, but no battery is inserted.

## Charging the Battery Pack

To charge the **battery pack**, first switch the charger on and then insert the **battery pack** into one of the charging slots. The charging LED will indicate the charging process. When the charging LED is fixed green, the **battery pack** has finished charging. You can then remove the **battery pack** from the charging slot.



The fully charged battery may remain in the **battery charger** without damaging either component.

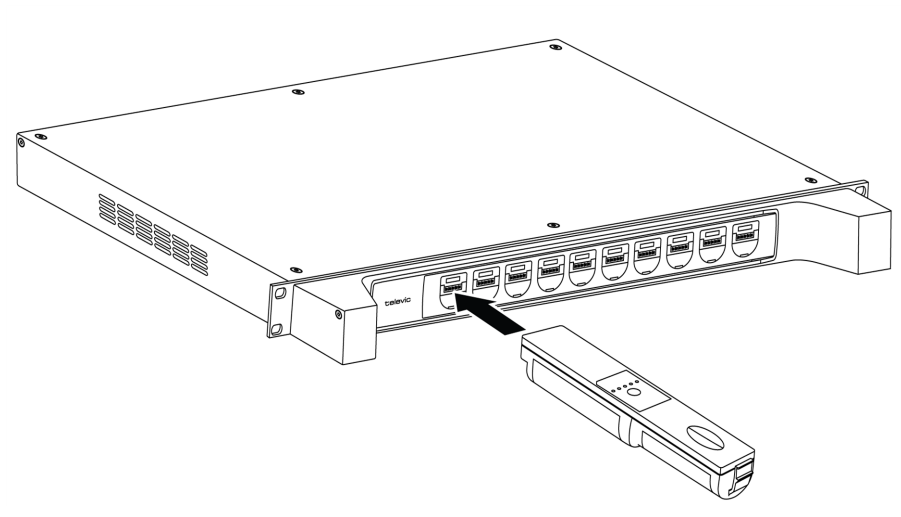


Figure 1-18 **Battery pack** being inserted in the **battery charger**



The **Confidea battery pack** must be recharged only with **the specified charger**.

# MICROPHONES

## Introduction

You can use the following Mike microphones with the **Confidea Wireless Units**:

- Mike LPM (ref. 71.98.0091): low-profile microphone
- Mike PLM301F (ref. 71.98.0093): gooseneck microphone 30 cm / 12 inches
- Mike PLM401F (ref. 71.98.0094): gooseneck microphone 40 cm / 16 inches
- Mike PLM402F (ref. 71.98.0098): double flex gooseneck microphone 40 cm / 16 inches
- Mike PLM502F (ref. 71.98.0095): double flex gooseneck microphone 50 cm / 20 inches
- Mike PLM602F (ref. 71.98.0096): double flex gooseneck microphone 60 cm / 23.6 inches
- Mike PLM40FF (ref. 71.98.0099): full flex gooseneck microphone 40 cm / 16 inches

These microphones have a unidirectional response for optimum performance, even in noisy conditions, and has a very low susceptibility to RF-interference from mobile phones.

## Electrical and Acoustic Properties

Refer to the corresponding datasheets for more information about the microphones.

## Microphone Connector

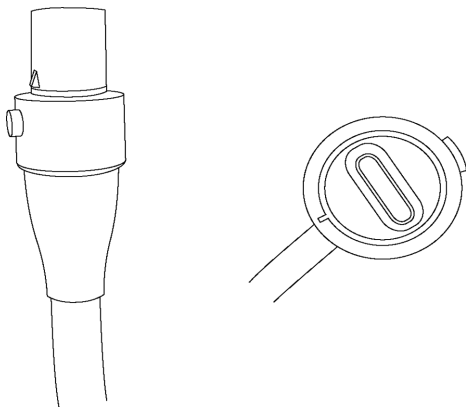
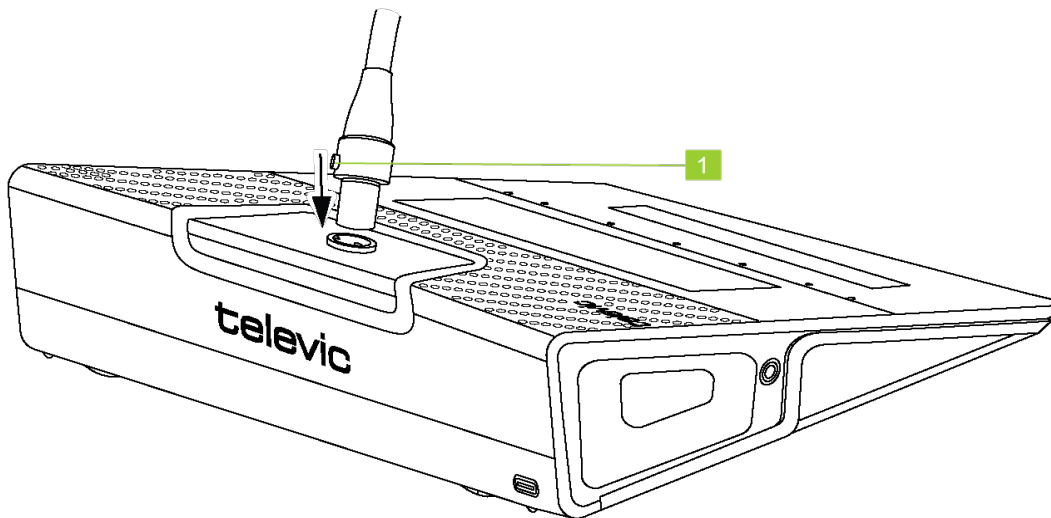


Figure 1-19 "Mike" Microphone connector

## Installation



Microphone connecting to the unit.

Make sure that the release button of the microphone (1) is positioned backwards, then insert the microphone into the Mike connector. The microphone can be removed by pressing the release button.

N°	Name	Description
1	Release button	When you press this button, the microphone can be removed from the unit.

## Operation

The microphone contains the following elements:

- > **Indicator ring:** shows the status of the microphone
- > **Plug:** attaches the removable microphone to the unit
- > **Release button:** releases the microphone from the unit

The color of the microphone indicator ring shows the status of the microphone. Below colors are the default. Depending on your settings, the information in the table may change. For more information on how to change these settings, please refer to the Confero manual.

Color	Condition
Red fixed	Microphone is active.
Green fixed	Microphone is in request.

Color	Condition
Green blinking	Microphone is in request and is the first in the list of next speakers.

## Handling of Gooseneck Microphones

The flexible arm of your gooseneck microphone is able to keep its position, without sagging or vibrating. Its operation is based on the friction developed between the inner spring, constructed as a metal spiral (steel) and the outer cover made of copper (or brass).

Any external treatment on the flexible arm can affect the mechanical or electrical properties of the microphone's flexible tube.

### WARNINGS

- › Avoid contact with any kind of solid, liquid or gel lubricating substance (oils, soaps, talcum powder, graphite, etc.) since they could cause structural degradation of the product. Even avoid contact with water as it may cause oxidation.
- › Any kind of cleaning needs to be oil or lubricant-free or the product will be permanently damaged. Above products will eliminate the friction between the metal surfaces mentioned earlier and are strictly forbidden.
- › Your gooseneck microphone has been tested for bending angles of up to 90°. Do not try to bend or twist the flexible arm for more than 90° as permanent damage will occur.



### USE, MAINTENANCE AND STORAGE

- › Clean the flexible tube only with a dry cloth.
- › Respect the application limits at room temperature ranging between +5° C and + 40° C, and a relative humidity < 60 %.
- › Store your gooseneck microphone at constant temperature and the lowest humidity rate possible (< 50 %) to avoid condensation which can damage the flexible arm as well as the electret microphone cell.
- › Respect the load times and the minimum bending angles stated in our technical sheets.

## MAXIMUM ANGLE USE

The microphones mentioned below can be used with the following maximum angle (°), measured from a flat surface (0°):


Reference Number / Microphone Model	Maximum Angle From a Flat Surface
71.98.0093 - PLM301F: 30-cm push&lock mic single flex	90
71.98.0094 - PLM401F: 40-cm push&lock mic single flex	60
71.98.0095 - PLM502F: 50-cm push&lock mic double flex	20
71.98.0098 - PLM402F: 40-cm push&lock mic double flex	60
71.98.0099 - PLM40FF: 40-cm push&lock mic full flex	60

## WARRANTY

The warranty automatically expires if the above prescriptions were not fulfilled or if the product has been modified, changed or improperly stored. Any claim should be sent to Televic Conference together with some explanatory technical document. Products can only be sent back after prior authorization of Televic.


# OTHER EQUIPMENT

## Cables

Network cables	Shielded Cat5e Ethernet  Limit the cable lengths to maximum 100 m.
Confidea WAPG4 powering cable*	PoE+ or PoE passive

\* Contact Televic Conference to purchase the cable: [conference@televic.com](mailto:conference@televic.com) / +32 51 30 30 45

## Device to Interact with the Confidea W AP G4

 Use a laptop or PC to interact with and configure the Confidea WAPG4 and the **Wireless Units**.  
Open your Google Chrome or Microsoft Edge web browser and enter Confero's default IP address 192.168.0.110 with the subnetmask 255.255.255.0.

# INSTALLATION DESIGN

This chapter describes how to set up the installation of the Confidea FLEX G4 and Confidea GO G4 system before you can physically install it. You will find more information on the technical details of the different components and how to combine and configure them.


# WIRELESS NETWORK AND FREQUENCY BANDS

## Wireless LAN

The wireless local area network is based on the IEEE 802.11 ac standard. This standard was developed by the IEEE (Institute of Electrical and Electronics Engineers) in order to insure inter-operability between different WLAN vendors.

802.11 Standard	Release date	Frequency (GHz)	Maximum bit rate (Mbits/sec)	Modulation type
Wi-Fi 5 (ac)	2013	2.4/5	1300	OFDM

Table 1-1 Wireless LAN standards

 The 2.4GHz and 5GHz frequency bands are license free world wide.  
However, you must be aware of country specific limitations and follow them.

# CONFIDEA G4 WIRELESS SYSTEM

The wireless network of the **Confidea G4 system** is based on the 802.11 ac standards.

Additional protocols have been added on top of the 802.11 ac standards to provide high robustness against interference from other wireless devices. These additional protocols also ensure a guaranteed quality of service for the audio streams on the wireless network.

## Frequency bands

It is neither possible nor allowed to buy a device from another region, which also means that you cannot change the region of the device you have bought. Every region has rules on which specific frequencies the device can broadcast.



The **region** of ordered devices is **already configured by Televic before shipment**.

You can select your country within a region to optimize the available frequencies for your country. The exception to this rule are the regions North America and JPN. By selecting a specific country, the device is also in rule with legal requirements of that country.

There are six regions in total. The **Confidea G4 wireless system** includes the following regions and countries:

- > **Region 1 (EME):**
  - > Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, UK, Oman, Qatar, Turkey, UAE, Saudi Arabia, Kazakhstan, Russia, Belarus, Kosovo, Ukraine, Albania, Serbia, Montenegro, Bahrain, Armenia, Georgia.
- > **Region 2 (North America):** This region is fixed. Country specification is not allowed.
  - > USA, Canada
- > **Region 3 (APAC):**
  - > Australia, China, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, Vietnam, Pakistan, Bangladesh

- > **Region 4 (JPN):** This region is fixed. Country specification is not allowed.
  - > Japan
- > **Region 5 (Africa + ROW):**
  - > Egypt, Ethiopia, Kenya, Morocco, Nigeria, South Africa, Tunisia, Algeria, Ivory Coast, Mauritius, Uganda, Senegal, Tanzania, Azerbaijan, Iran, Jordan
- > **Region 6 (South America):**
  - > Mexico, Argentina, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Jamaica, Panama, Peru, Puerto Rico, Uruguay, Venezuela, French Guiana, Honduras, Paraguay, Nicaragua

The **Confidea wireless system** supports the following frequency bands for each region:

Channel	Frequency	EME	North America	APAC	JPN	Africa + ROW	South America
1	2412 MHz	√	√	√	√	√	√
6	2437 MHz	√	√	√	√	√	√
11	2462 MHz	√	√	√	√	√	√
36	5180 MHz	√	√	X	√	√	√
40	5200 MHz	√	√	X	√	√	√
44	5220 MHz	√	√	X	√	√	√
48	5240 MHz	√	√	X	√	√	√
52*	5260 MHz	√	√	X	√	X	√
56*	5280 MHz	√	√	X	√	X	√
60*	5300 MHz	√	√	X	√	X	√
64*	5320 MHz	√	√	X	√	X	√
100*	5500 MHz	√	√	X	√	X	X
104*	5520 MHz	√	√	X	√	X	X
108*	5540 MHz	√	√	X	√	X	X
112*	5560 MHz	√	√	X	√	X	X
116*	5580 MHz	√	√	X	√	X	X

Channel	Frequency	EME	North America	APAC	JPN	Africa + ROW	South America
120*	5600 MHz	X	X	X	√	X	X
124*	5620 MHz	X	X	X	√	X	X
128*	5640 MHz	X	X	X	√	X	X
132*	5660 MHz	√	√	X	√	X	X
136*	5680 MHz	√	√	X	√	X	X
140*	5700 MHz	√	√	X	√	X	X
144*	5720 MHz	X	√	X	√	X	X
149	5745 MHz	√	√	√	X	X	√
153	5765 MHz	√	√	√	X	X	√
157	5785 MHz	√	√	√	X	X	√
165	5825 MHz	√	√	X	X	X	√
169	5845 MHz	√	√	X	X	X	X
173	5865 MHz	√	√	X	X	X	X

\* These channels are DFS channels. DFS (Dynamic Frequency Selection) channels can be used by radar. When a DFS channel is in use by radar, it is forbidden to broadcast on it, but when the DFS channel is not in use, you are allowed to broadcast on it. Because they can sometimes not be used, at least one non-DFS channel should be available at all times.



In case of issues with the wireless channels, please refer to Confero's Diagnostics page and check the Confero manual if needed.

The Confero manual is embedded in your system but is also accessible externally in HTML and PDF formats here:

<https://conference.televic.digital/knowledgebase/products/confero/#tab-c602145f347a90ad7fd>

# CONNECTING WIRELESS UNITS TO THE CONFIDEA WAP G4

By default, the Confidea WAPG4 automatically allows all units to make a connection. This is indicated with a blinking green LED. Just start the unit by pressing on the microphone button and it automatically connects to the WAP.

If you do not want other units to connect to the Confidea WAPG4, push on the button on top of the Confidea WAPG4. This will only allow the known connected units to connect. This is indicated with a fixed green LED.

Adding a new unit requires you to push on the button again, which will allow for all new units to connect to the Confidea WAPG4. This is indicated with a blinking green LED.

When pressing the button on top of the WAP for more than three seconds, the list of units is erased and the system will allow all units to connect.

## LED Indications

LED on WAP	LED meaning
Green fixed	Only Confidea Wireless units that were connected before are allowed to make a connection with the Confidea WAPG4.
Green blinking	All Confidea Wireless units are allowed to make a connection

## Signal Quality on the Wireless Units

To check the signal quality and strength of the wireless units, go to the settings and press the "Wireless" icon.

- > Signal quality:  (excellent),  (good),  (bad)
- > Signal strength:  (excellent),  (good),  (bad)

# INSTALLATION PROCESS

This chapter describes how to physically set up and install the Confidea Wireless G4 system. Here you can find all technical details needed to correctly install all Confidea FLEX G4 and Confidea GO G4 components.

# MOUNT THE CONFIDEA WAP G4

## Location and Position of the Confidea WAP G4

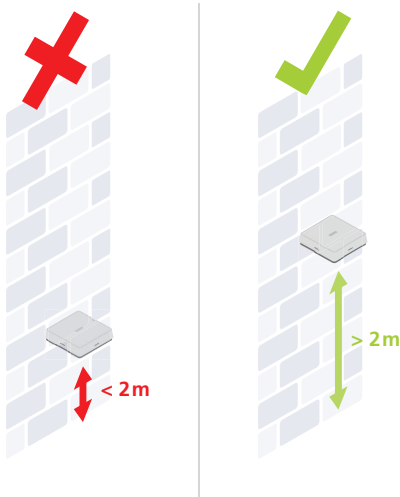
- › Attach the **Confidea WAP G4** to a wall or mount it on a tripod near the wireless units.
- › Ensure a clear line of sight between the **Confidea WAP G4** and the **Wireless Units**. Obstructions can significantly reduce the RF signal strength and quality.
- › Make sure that the reset button is accessible for troubleshooting.
- › Keep the **Confidea WAP G4** away from power cables, cable trays and electric machinery.
- › Keep the **Confidea WAP G4** away from metal objects, as this significantly reduces the signal quality.
- › Keep the **Confidea WAP G4** away from microwave ovens and reduce Bluetooth signals, as they may cause intermittent interference in the 2.4 GHz range, which is why we recommend the 5 GHz range.
- › Avoid mounting the **Confidea WAP G4** in the corner of a room. It is recommended to mount it at a distance of **at least 50 cm from the corner**.
- › Avoid mounting the **Confidea WAP G4** on a pillar. This causes signal “shadows” or areas with reduced or no signal reception.



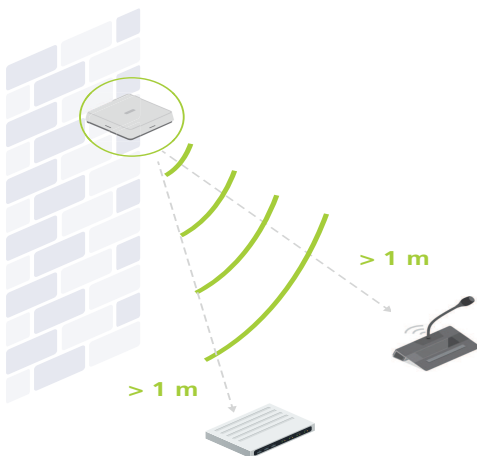
The **Confidea WAP G4** can be placed close to a ceiling. Ideally the **Confidea WAP G4** is at least **2 meters above the floor**.



In case **multiple Confidea WAP G4's** are installed in the room, make sure the distance between the **Confidea WAP G4** is at **least 20 cm**.



Keep other **WiFi enabled devices** like wireless routers and units **at least 1 meter away** from the Confidea WAP G4.



## Maximum Range Of The Confidea WAP G4

A single **Confidea WAP G4** has a range of 40 m in an open area. The **frequency** that is used also has an effect on the range of the **Confidea WAP G4**. The range decreases gradually for the 5 highest RF bands, with a minimal range of 25 m (in optimal conditions).



Certain construction materials, such as concrete or metal, may absorb part of the RF signals, resulting in a reduction of the maximum distance between the access point and the units.

## Installing the Confidea G4 W AP G4

1. Plug in the PoE+ cable.
2. Connect the PoE+ cable to a power source that is connected to a PC or your network. The white LED starts blinking, meaning that the system is booting.
3. When the LED turns green/blue, shining steadily or blinking, the device is active.
4. You can now turn on the devices by pressing the microphone button.



When the LED does not turn green/blue or turns red, please [contact your local support team](#).

# ADDITIONAL INFORMATION

This chapter explains where you can get additional information on how to install and configure your Confidea G4 system.

# ADDITIONAL INFORMATION ABOUT THE CONFIDEA G4

## Interface

For more information about the interface of the Confidea G4 units (Confidea FLEX G4 and Confidea GO G4), please read the **Plixus and Confidea G4 user manual** here:

<https://conference.televic.digital/knowledgebase/products/plixus/#tab-b570be0332bdb4fb26f>

## Configuration

### CONFERO MANUAL

The Confero manual is embedded in your Confero system but is also accessible externally here in HTML and PDF formats:

<https://conference.televic.digital/knowledgebase/products/confero/#tab-c602145f347a90ad7fd>

### CONFERO VISUAL GUIDES

Scan the QR code below to access visual guides for a quick configuration setup of your Confidea WAPG4 system, or click on the links below:



1. [Overview of the Visual Guides](#)
2. [Configuring the IP Settings of Your Computer \(Windows\)](#)
3. [Configuring the IP Settings of Your Computer \(Mac\)](#)
4. [Quick Setup Wizard](#)
5. [Updating Devices](#)
6. [Pairing Devices](#)

7. [Uploading and Activating Licenses](#)
8. [Regional Settings](#)
9. [Audio Routing](#)
10. [Wireless Channels](#)

## Televic Conference Knowledge Base

For extra documentation about the Confidea Wireless G4 system (brochures, datasheets, manuals, technical drawings, certificates and more), visit the Televic Conference Knowledge base:

<https://conference.televic.digital/knowledgebase/>

TELEVIC CONFERENCE

Leo Bekaertlaan 1

8870 Izegem

Belgium

+32 51 30 30 45

GET IN TOUCH

